



## CONDUCT AND ATTENTION ON POST

### Directive: 12 – 103

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#### I. PURPOSE

The purpose of this Directive is to establish policies and procedures for conduct and attention while on post.

#### II. POLICY

All members of the Department of General Services Maryland Capitol Police (DGS-MCP) will strictly adhere to the procedures set forth in this Directive.

#### III. BACKGROUND

The security of our buildings and the safety of the occupants depend in large measure on the DGS-MCP officers that monitor building entrances. It is critical that those employees, who provide the first line of defense, remain attentive, alert and focused while they perform their duties. Those who would do us harm are known to look for weaknesses in the way we provide for the security and safety of our buildings and occupants.

Experience has taught us authority figures who look sharp, conduct themselves professionally, and have a command presence about themselves are less likely to be challenged and more likely to receive respect on the part of those individuals with whom they have contact. It is therefore in everyone's best interest that we continue to take pride in our appearance and conduct ourselves as organized and well-disciplined professionals.

#### IV. PROCEDURES

A. In order to make sure we don't create points of vulnerability and continue to maintain a sense of orderliness and discipline at all posts, all personnel will conduct themselves as professionals and promote a positive image of themselves and the Department by conforming their behavior to the following:

1. Eating at a post is to be avoided whenever possible. Whenever a relief officer is working, employees are expected to delay their meal breaks, if necessary, and wait for the relief officer to work their post before taking a meal break. If a shortage of personnel makes eating at a post necessary, please be as inconspicuous as possible by restricting eating activities to as small an area as possible, eating during breaks in activity and when there is less chance of having to communicate with someone, etc. Supervisors will do all that they

can, provided that sufficient personnel are available; to ensure that meal breaks are provided to officers.

2. Employees will not have headphones or earphones of any type on or about their person or otherwise in their possession while they are on duty. The wearing of anything that is inserted in the ears or covers the ears not only distracts the wearer, but also prevents them from hearing what is happening around them. It is in the interests of officer safety that members be able to hear radio transmissions clearly and remain aware of their surroundings.
3. Employees are to use mobile telephones **only in emergency situations**. The use of mobile phones in non emergency situations is strictly prohibited; this includes texting and playing of games. Mobile telephones can be another distraction when used inappropriately while on duty and detract from a professional image.
4. Sleeping while working a post is strictly forbidden. The officer not only is putting himself or herself in a position of vulnerability; but the people and property that depend on the officer for safety and security are also placed in a more dangerous situation.
5. The volume of AM/FM radios, CD players, or any other devices that emit sound, except police radios, will be kept low enough so as not to disturb anyone, interfere with state business, or distract any employees.
6. Televisions, DVD players, laptop computers or any other device that streams video or allows internet access are forbidden.
7. Officers will not talk or laugh loudly, use offensive or profane language, or otherwise conduct themselves in an unprofessional, undignified manner while on duty.